

## NOTICE TO CUSTOMERS

(Practice Notice Number 1 of 2023)

### **CHALLENGES ENCOUNTERED WHEN FILING APPLICATIONS**

With our aim to always improve customer experience, we have noticed that a number of enquiries received about the automatic rejection the customers receive due to non-compliance when filing eservices COR39 and CK2 applications.

CIPC would like to advise the following when filing such applications:

- kindly complete **ONLY TRACKING/REFERENCE NUMBER** as the Subject of your email to enable the application to go through.
- the documents attached must be in PDF or Tiff format.
- the size of the documents must not exceed 10MB.

Please note that when you file eservices there is information provided with the above information please ensure that you comply with it to avoid delays because this process is system driven failure to comply an application will not go through to the back office.

**Yours Sincerely**



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**Advocate Rory Voller**

**CIPC Commissioner**

**Date:** 24 July.....2023